



3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

Which three tasks can you perform from the Avaya Agent Browser? (Choose three.)

- A. Enter After Call Work Codes
- B. Call Customer
- C. Call Supervisor
- D. Enter Activity Codes
- E. Enter Call Notes

Correct Answer: ADE

QUESTION 2

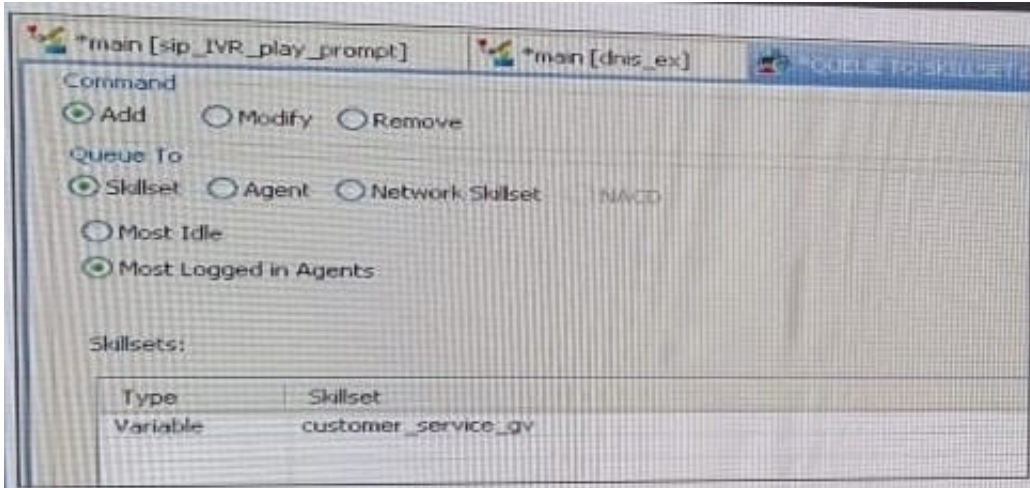
When using a host block within a call flow, to what does the Provider ID value refer?

- A. This is the HDX Connection Provider ID set within the database integration wizard.
- B. This is the SQL Statement ID set within the database integration wizard.
- C. This is the license identifier of the Avaya Aura Contact Center (AACC) base Contact Center Manager Server (CCMS) license.
- D. This is the caller's telephone number.

Correct Answer: A

QUESTION 3

Refer to the exhibit.



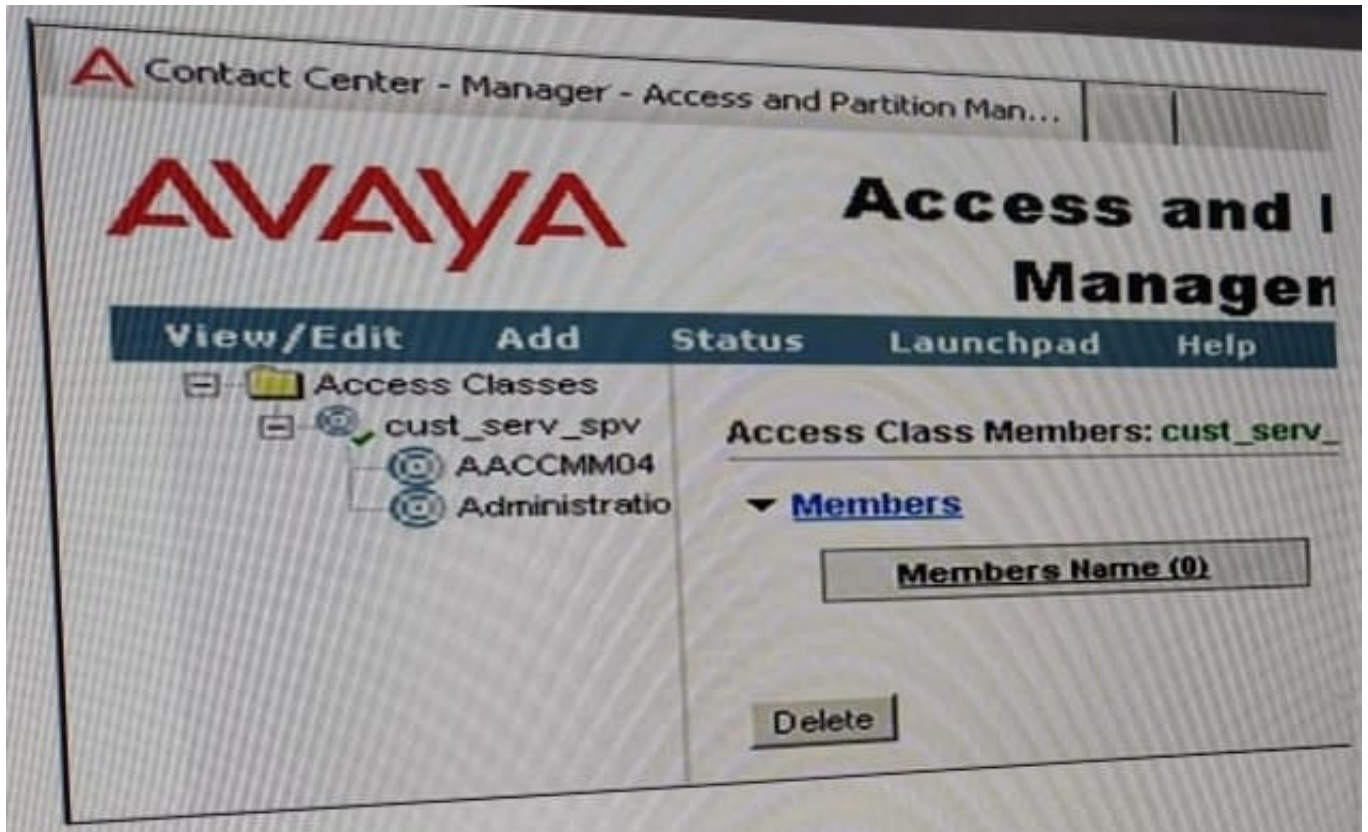
The Queue block in the exhibit shows queuing to multiple skillsets as referenced in the Global variable, customer_service_gv. The administrator would like the calls to queue to the skillset with the most logged in agents. Using a Queue block, under which tab would the Most Logged in Agents be configured?

- A. Logic
- B. Processing
- C. Queue
- D. Setup

Correct Answer: A

QUESTION 4

Refer to the exhibit.



The graphic shows an Access Class, `cust_serv_spv`, and the two components that comprise the Access Class definition, the contact Center Manager Server (CCMS) AACCCMM04, and the Administration. Permissions levels are granted to items within the launchpad through the creation of an Access Class.

If the supervisor has access to every item on the Launchpad, and if no permissions are granted under the Administration option what would be the result of access restriction for the user assigned to that Access Class?

- A. The user would not be able to access the Audit Trail from the Launchpad.
- B. The user would not be able to acquire Control Directory Numbers (CDN).
- C. The user would not be able to create new administrative users.
- D. The user would not be able to configure new agents.

Correct Answer: C

QUESTION 5

A customer with an Avaya Aura Contact Center (AACC) in a SIP environment would like to create a script where the customer is prompted to enter their account number through the dial pad. The script would then play the account number back to the caller for confirmation.

Which block will be required?

- A. Input
- B. Treatment



C. IVR

D. Output

Correct Answer: D

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